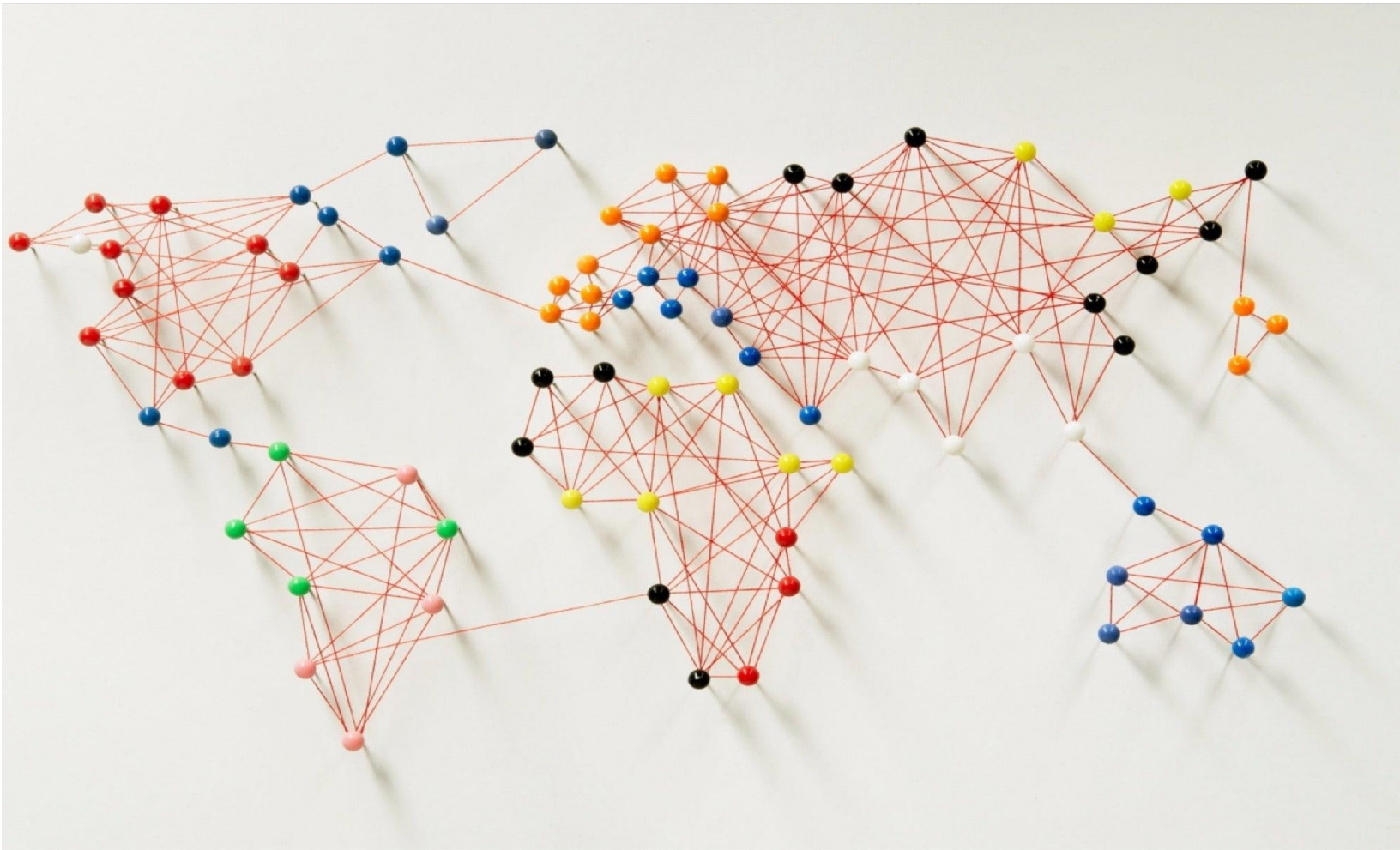


Reliable Services for your NGO



Apex advocate law firm



www.apexlawfirm.co

NGO services

At APEX, we offer a comprehensive range of NGO services specifically tailored to assist you with various administrative tasks.

Our services include:

Formation, Establishment, Registration and Operation:

We guide you through the process of establishing and registering your NGO.

- **Writing bylaws and standard operational procedures:**
Our experts help you develop and write organizational bylaws, policies, and standard operating procedures that align with official regulations and your specific goals or scope of work.
- **Branch opening for international NGOs:**
If you are an international organization or incorporation seeking to open a branch in Iraq or IKR, we have extensive experience in handling the formal requirements for such endeavors.
- **Annual administrative order renewal:**
We provide support in renewing your organization's administrative order on an annual basis, ensuring compliance with regulations and legal obligations.
- **International staff's visa and residency:**
Our team assists in obtaining visas and residency permits for your international staff members working for the NGO.
- **Tax payment compliance:**
We help navigate the complexities of tax regulations, ensuring your organization meets all necessary tax payment requirements.
- **Social security payments:**
We ensure that your organization fulfills social security payment obligations for your staff members.
- **Financial annual report and audit:**
Our services encompass the preparation of the annual financial report and facilitate the auditing process for your NGO.

Whether you are establishing a new organization or are currently operational, our experts are committed to providing comprehensive consultations and services throughout the entire process. From initial establishment to ongoing operations, we support you in establishing and maintaining a successful NGO aligned with your chosen field.

If you require assistance with any of these services or have further questions, please don't hesitate to reach out to us. We are dedicated to being your trusted consultant and representative, handling all the necessary tasks mentioned in this leaflet.



Technical Affairs:

- **Surveys and research:**
We offer services in conducting surveys and research studies using various methods such as forms, electronic tools, and online or field implementation. Our team will analyze the data gathered and provide comprehensive reports.
- **Call center setup and data entry tools:**
We can assist you in establishing call centers and provide efficient data entry tools to streamline your operations.
- **Project evaluation:**
Our team can conduct midterm or final evaluations of your projects, assessing their progress and outcomes.
- **Concept notes and proposal writing:**
We have a team of experts who can assist you in preparing concept notes and writing proposals for your future projects. Prior to proposal writing, we can conduct mapping surveys and research to identify potential opportunities, partners or stakeholders.

In addition to the above, we can create online forms, databases, and other applications to support your organization's data management needs. We also have experienced enumerators available to conduct surveys.

Legal Services:

Legal Consultation:

We provide legal consultation services, offering advice and guidance on various legal matters.

Legal Representation:

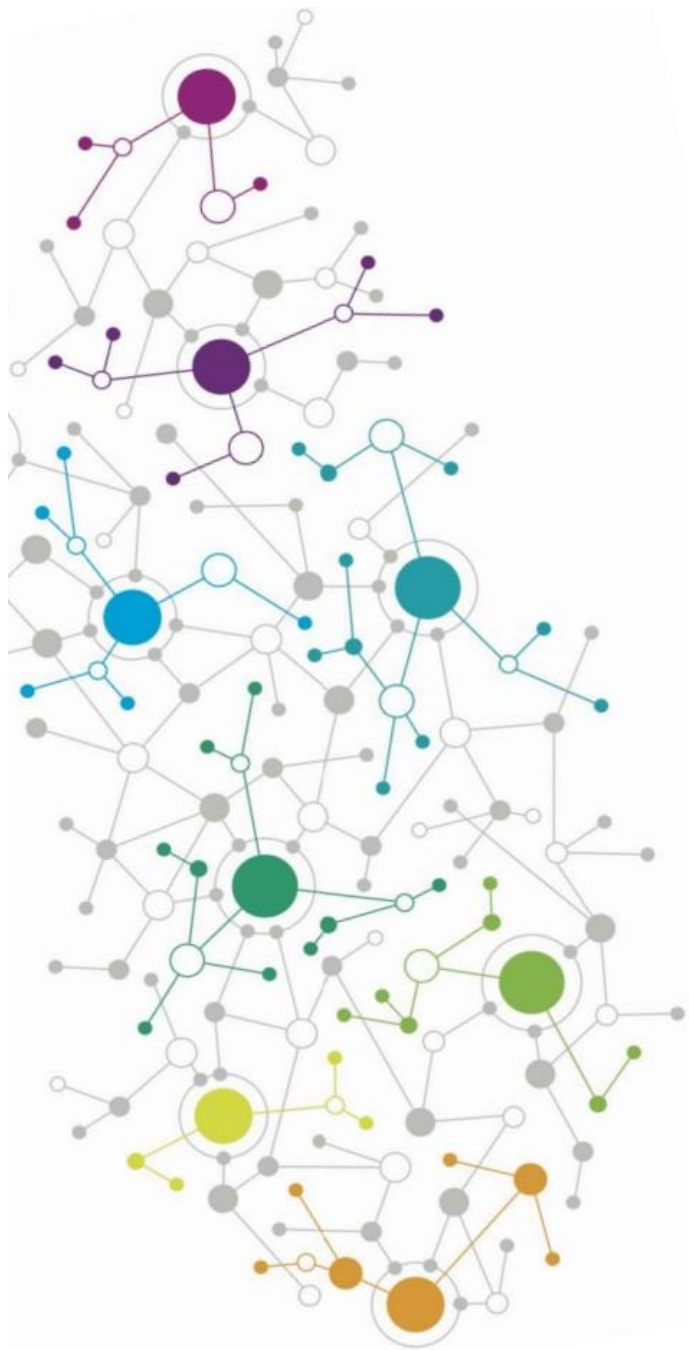
Our team can act as legal representatives for your administrative affairs, representing your organization in legal proceedings or negotiations.

Awareness and Advocacy:

We can be your strong wing for awareness raising and advocacy aligned with your organization's legal interests, programs and activities.

Furthermore, we offer comprehensive legal services for your projects, handling all legal matters on your behalf. Our team of legal officers is well-versed in various fields of law, including personal status law, civil law, human rights law, criminal law, property law and documentation.

By availing of our services, you can benefit from our expertise and experience in technical affairs and legal matters, allowing you to focus on your core objectives while we handle the necessary tasks efficiently and effectively.



Trainings and Events:

- **Organizing and managing trainings:** We offer our services in organizing and managing training programs tailored to your specific needs. Whether it is in the field of human rights, advocacy, communication skills, team building, technical legal subjects, peace building, social cohesion, mediation, GBV, religious freedom, MHPSS, security, or any other area of your interest. You can rely on us to handle all aspects of the training process.
- **Intermediation:** to find the best organizers, facilitators, and interpreters for your events. We can assist you in planning events, such as a conference, focused group discussion (FGD), seminar, or online sessions. We can assist you in finding the most suitable organizers, skilled facilitators, and professional interpreters to ensure the success of your event. Drawing on our extensive network of contacts within governmental and community stakeholders, as well as training centers, we can facilitate the process of organizing your events.
- **Developing guidelines, manuals, and booklets:** Our team of experts specialized in developing comprehensive guidelines, manuals, and booklets tailored to the needs of NGOs or based on your specific project criteria. Whether you require legal manuals, organizational structure manuals, MHPSS manuals, human rights field manuals, or any other type of resource, we can create high-quality materials to support your organization's mandate.

By utilizing our services in trainings and events, you can expect professional and efficient management of your training programs, assistance in finding the right partners for event organization, and the development of informative and well-designed guidelines, manuals, and booklets. We are committed to ensuring the success of your initiatives and providing you with the necessary tools for effective implementation.



Call center services

Call center services play a crucial role in supporting the operations of non-governmental organizations (NGOs). NGOs are dedicated to addressing social issues and providing assistance to those in need, and efficient communication channels are essential for their success. Here are some key reasons highlighting the importance of call center services for NGOs:

Accessibility and Support: NGOs often deal with a large volume of inquiries, requests, and concerns from beneficiaries, donors, volunteers, and the general public. A call center provides a centralized point of contact, making it easier for people to reach out and receive prompt assistance. This accessibility ensures that those seeking help or information can easily connect with the NGO, enhancing overall support and responsiveness.

Information Dissemination: NGOs rely on effective communication to spread awareness about their mission, projects, and campaigns. A call center acts as a vital channel for disseminating information, providing details about ongoing initiatives, events, and volunteering opportunities. It enables NGOs to educate the public, engage potential donors, recruit volunteers, and create a network of individuals who are passionate about the cause.



Donor Relations: Maintaining strong relationships with donors is crucial for sustaining an NGO's activities. Call centers allow NGOs to provide personalized and attentive support to donors, addressing their queries, acknowledging their contributions, and expressing gratitude for their involvement. By building positive donor relationships, NGOs can enhance donor retention, encourage continued support, and potentially attract new donors through positive word-of-mouth.

Crisis Management and Emergency Response: NGOs often work in areas affected by natural disasters, conflicts, or other emergencies. Call centers play a critical role in facilitating emergency response efforts. They enable NGOs to establish hotlines for affected individuals to seek immediate help, report emergencies, and receive vital

information about available resources and support services. In times of crisis, call centers become crucial coordination hubs for rapid response and assistance.

Data Collection and Analysis: Call centers serve as valuable data collection points for NGOs. Through phone conversations, call center agents can gather information on the needs, challenges, and demographics of the people they serve. This data provides insights for program planning, impact assessment, and targeted interventions. Call center software can also help in recording and analyzing call data, enabling NGOs to identify trends, measure performance, and improve their services over time.

Feedback and Continuous Improvement: NGOs can collect feedback from callers through call center services. This feedback allows them to assess the effectiveness of their programs and services, identify areas for improvement, and make informed decisions based on user experiences. Call center agents can proactively solicit feedback, conduct surveys, and document testimonials, helping NGOs adapt and refine their strategies to better meet the needs of their target beneficiaries.



- Inbound Outbound call center
- Outbound call center
- Call center and customer service planning and design
- Call center and customer service training
- Customer service and call center measurement
- Quality control
- Controlling the Cost of call center Operations
- Outsourcing

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